



# Tech Info Library

## PowerBook: Password Security Frequently Asked Questions (3/96)

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TOPIC -----

This article answers some frequently asked questions (FAQ) about the PowerBook password protection software.

The following questions are answered in this FAQ:

- 1) What do I do if I forget my password? Is there a way to bypass it?
- 2) I activated password protection on my PowerBook computer. Now when I try to access it, it does not recognize my password. I know I am entering the correct password. I also see an arrow in the password field. What does the arrow mean?
- 3) I opened the password Security control Panel and clicked the ON radio button and I get a message that says "You must turn off password protection before using this PowerBook in SCSI disk mode. I am not trying to use SCSI disk mode. What should I do?
- 4) I am at the password entry screen and the OK button is dim (greyed out) and there is no cursor in the window so I can't enter my password.

DISCUSSION -----

1) Question: What do I do if I forget my password? Is there a way to bypass it?

Answer: If you forget your password you cannot bypass the system by booting with extensions off or booting from the Disk Tools disk because the password is written to your drive at the driver level. Your only option is to take your PowerBook with your proof of purchase (receipt) to an authorized Apple service center where a technician has the means to bypass the security on the system. The Apple technicians at 800-SOS-APPL CANNOT help you bypass the password for security reasons.

2) Question: I activated password protection on my PowerBook computer. Now when I try to access it, it does not recognize my password. I know I am entering the correct password. I also see an arrow in the password field. What does the arrow mean?

Answer: The arrow indicates the caps lock key is down. Since password protection is case sensitive, simply releasing the caps lock key causes the arrow will disappear and solve the problem.

3) Question: I opened the password Security control Panel and clicked the ON radio button and I get a message that says "You must turn off password protection before using this PowerBook in SCSI disk mode. I am not trying to use SCSI disk mode. What should I do?

Answer: Simply press the ok button or return. This is just a general warning message. Once you press OK the password entry screen will come up.

4) Question: I am at the password entry screen and the OK button is dim (greyed out) and there is no cursor in the window so I can't enter my password.

Answer: You will not get a blinking cursor in the password entry area. Simply enter the password and you will see security dots (bullets) appear in the window (•). This is to prevent someone from reading your password when you enter it. Once these dots appear in the window the OK button will darken and you can complete the process of activating your password.

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28 Mar 1996 - Corrected format.

27 Mar 1996 - Added Info Alley publication date.

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